



San Antonio Market Forum



Consult and Appointment
Management Office
(CAMO)



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Integrity - Service - Excellence



Status Of Operations

- CAMO managing 95 percent of specialty care consults and referrals
 - BAMC Pulmonary Med, Hem/Onc, Nephrology, Neurosurgery, Sleep Lab remain pending
 - WHMC Chiropractic Med, Morbid Obesity Clinic remain pending
 - All Behavioral Medicine, Infectious Disease deferred
 - Procedure based services optional across market
- PCM appointing improving
 - WH Clinics acute appointment availability
 - Provide periodic updates to WH Sr Staff on Appt availability
 - BAMC FMS began offering weekend clinic 9 Apr
 - RAFB/12th MDG PCM appointing targeted for mid August
- CAMO relocation
 - Installation of furniture due to be complete 8 July
 - Staff relocation to be complete and operational by 18 July



CAMO Service Line Transition Status

BAM
C

WHM
C

Interdependent GME
programs

Allergy
Audio/Speech
Behavioral Health (As Req'd)
Cardiothoracic
EFMP
Endocrinology
Family Medicine
General Surgery
Health Promotion
Hem/Onc (TBD)
Infectious Dis (TBD)
Internal Medicine
Medical Exams
Nephrology (TBD)
Neurology
Neurosurgery (TBD)
Occupational Therapy
Optometry
Orthopedic Surgery
Pain Clinic
Plastic Surgery
Physical Therapy
Sleep Lab (TBD)

Adolescent
Cardiology
Dermatology
Gastroenterology
Hematology
OB/GYN
Oncology
Ophthalmology
Otolaryngology
Pediatrics
(TBD) Pulmonary CC
Rheumatology
Urology

Allergy
Audio/Speech
Behavioral Health (As Req'd)
Cardio Thoracic
Chiropractic (TBD)
Endocrinology
Family Medicine
General Surgery
Infectious Dis (TBD)
Internal Medicine
Life Skills (As Req'd)
Morbid Obesity (TBD)
Nephrology
Neurology
Neurosurgery
Nutritional Medicine
Occupational Therapy
Optometry
Orthopedic Surgery
Pain Management
Physical Therapy
Plastic Surgery
Podiatry
Sleep Lab
Vascular

CAMO Booking

Pending Indicated Facility

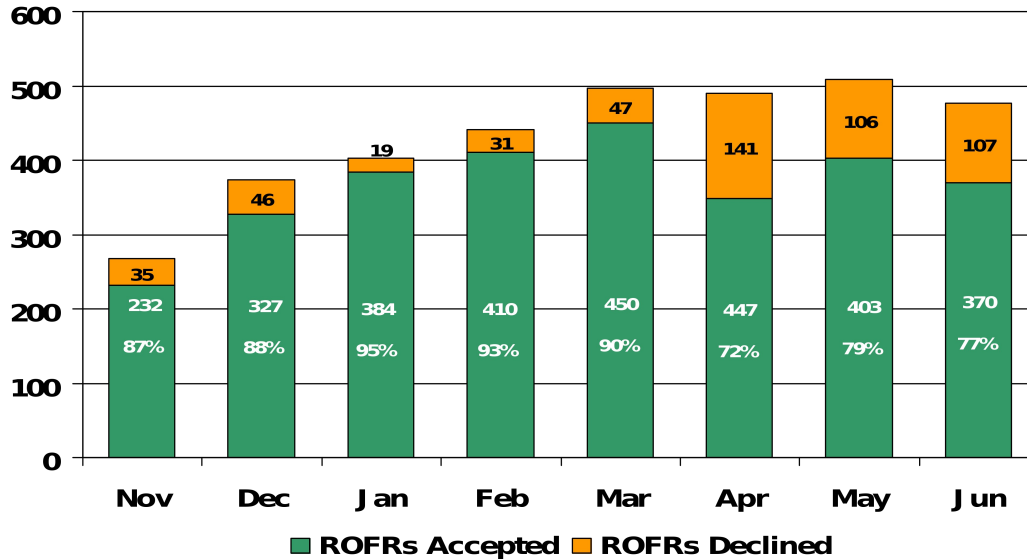


Metrics

- Right of First Refusals (ROFR)
- Defer to Network
- Calls Handled & Appointed
- Consult Management
- Primary Care Appointment Management



ROFR Overall Summary



ROFR Summary From Start Up

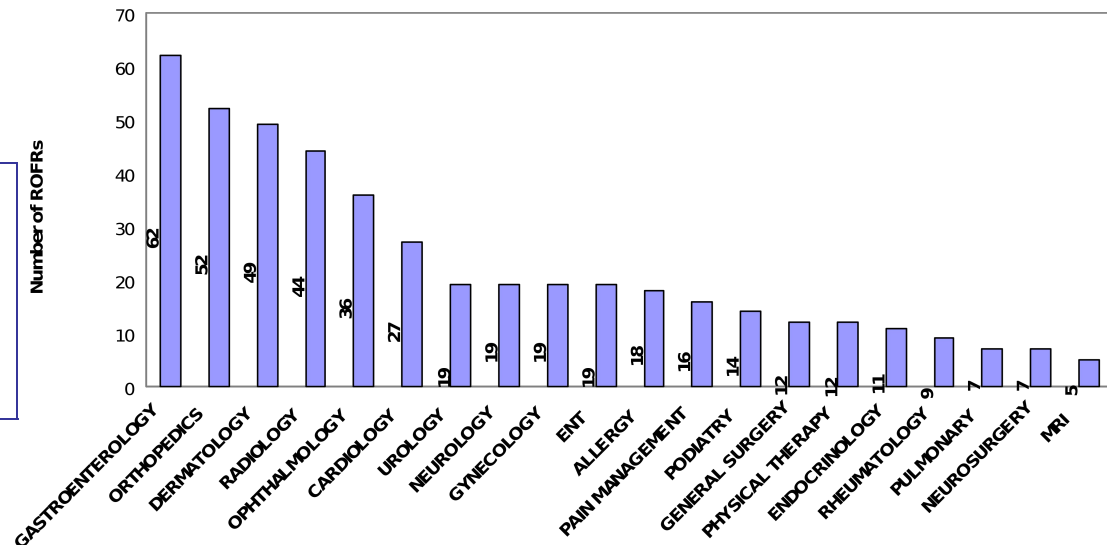
- Over 2900 accepted to date - 85%
- Estimated recapture \$250,000
- April decrease due to personnel issue
- May/June decrease due to staff rotations, deployments, and GME transitions.

Most common reasons for decline:

Service Unavailable
Continuity of Care
Appts outside access standard
No response from clinic
Inadequate medical information*

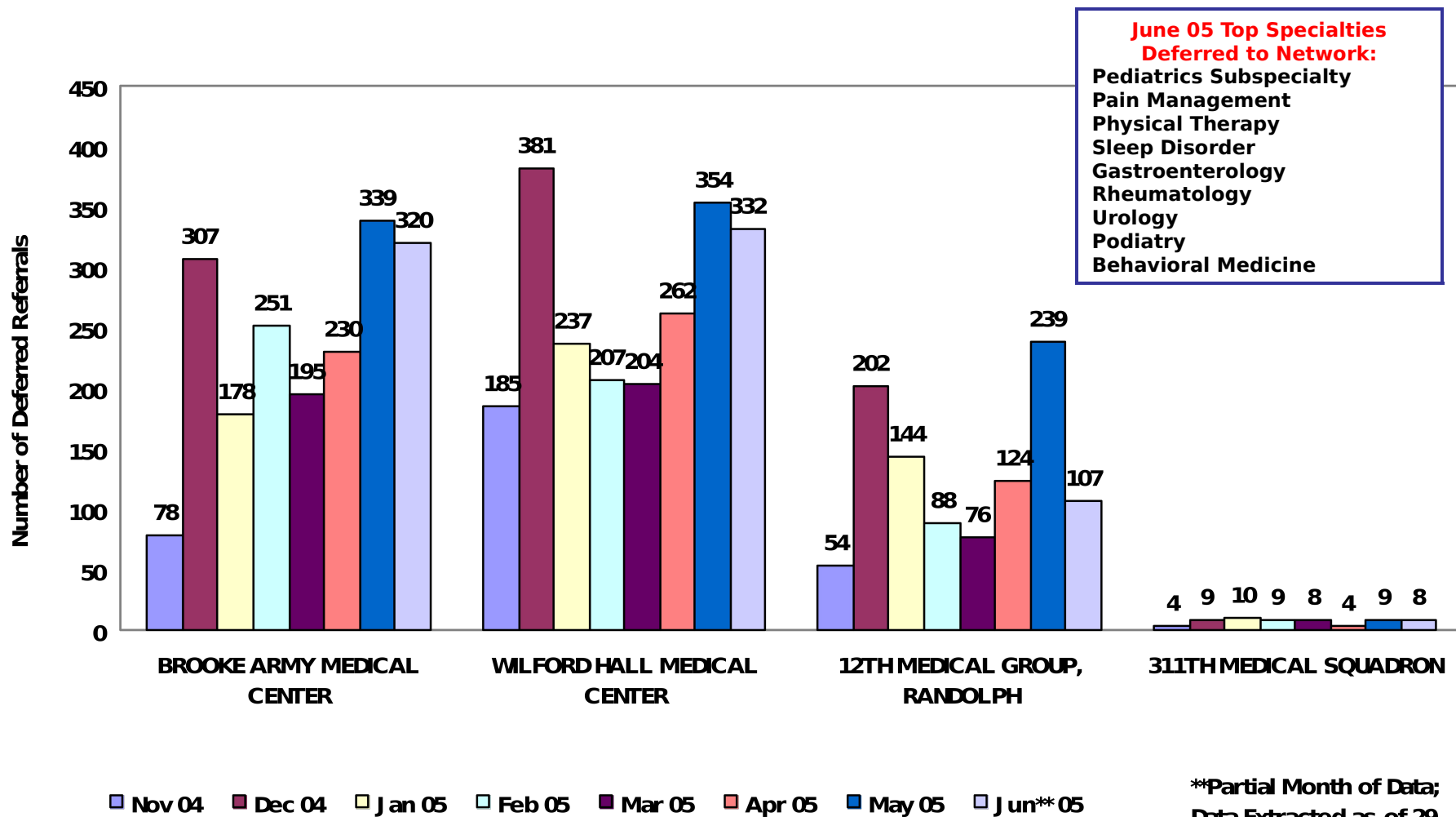
*Effective April no longer a decline and will not count against us

ROFRs: Received
Jun05 Top 20 Specialties Receiving ROFRs





Referrals Deferred to Network Nov04 to Jun05



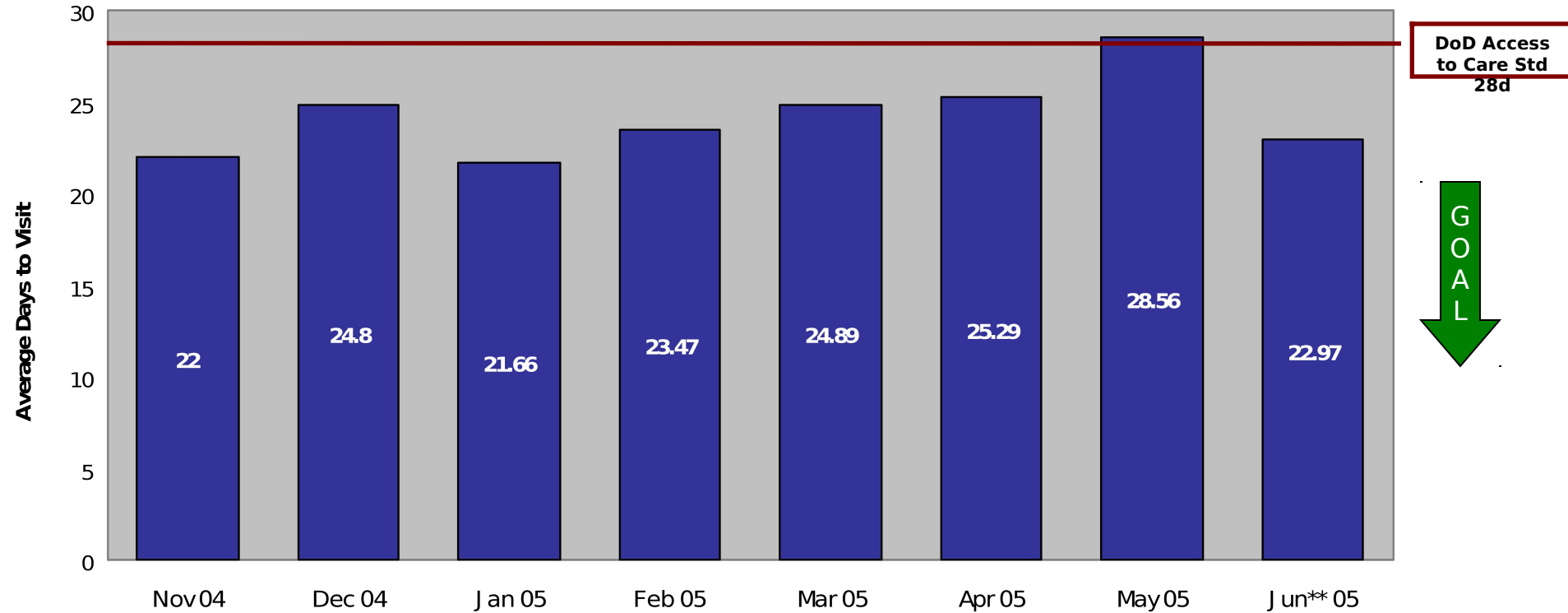
****Partial Month of Data;
Data Extracted as of 29
JUN 05**

Source for Dec04-May05: Auth Database
 Source for Jun 05: CHCS A...



Consult Appointing

Average Days* From Consult Order to Visit



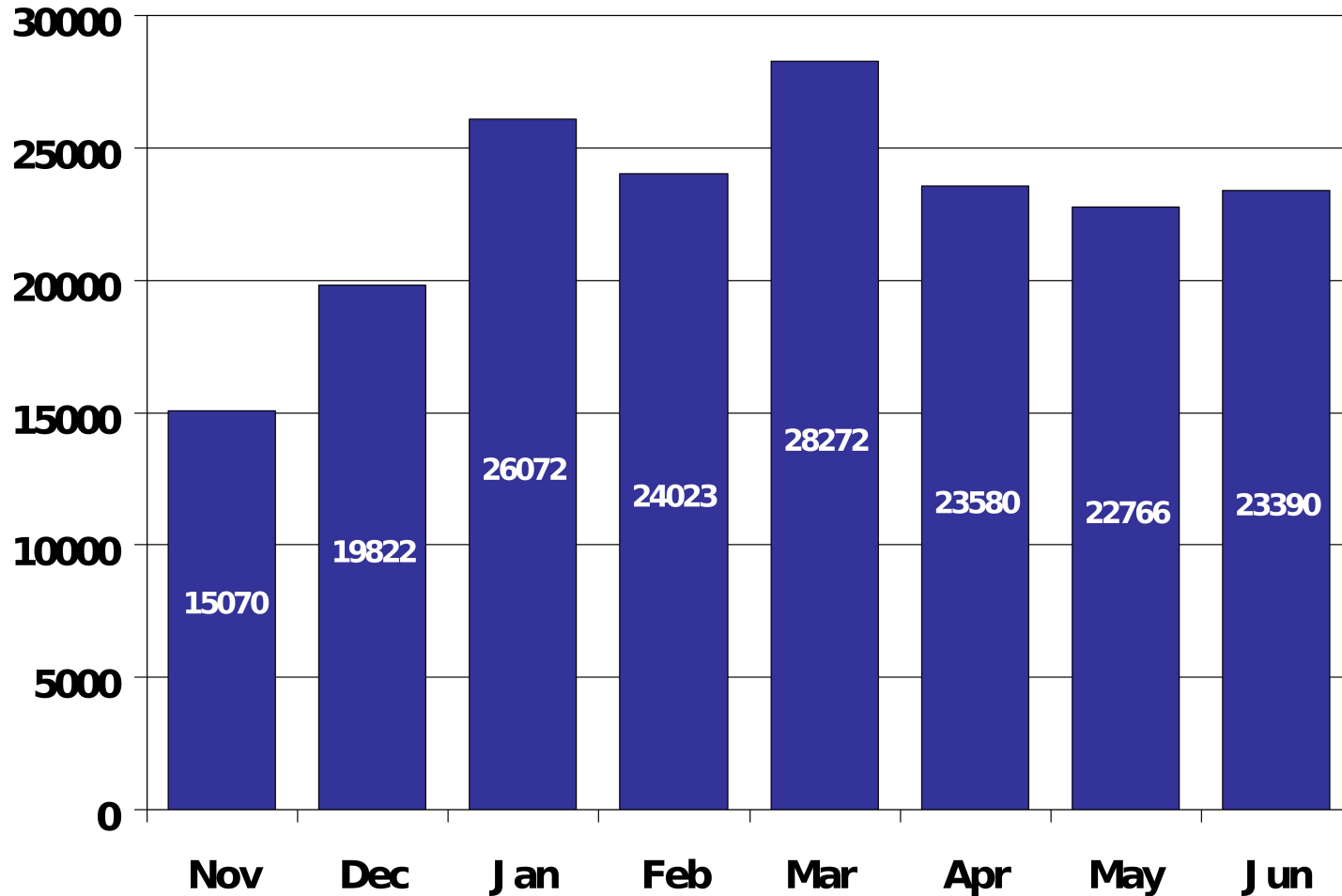
*Average is calculated only if an appointment has been linked;

Average excludes consults still pending an appointment

**Partial Month of Data; Data Extracted as of 28 JUN 05



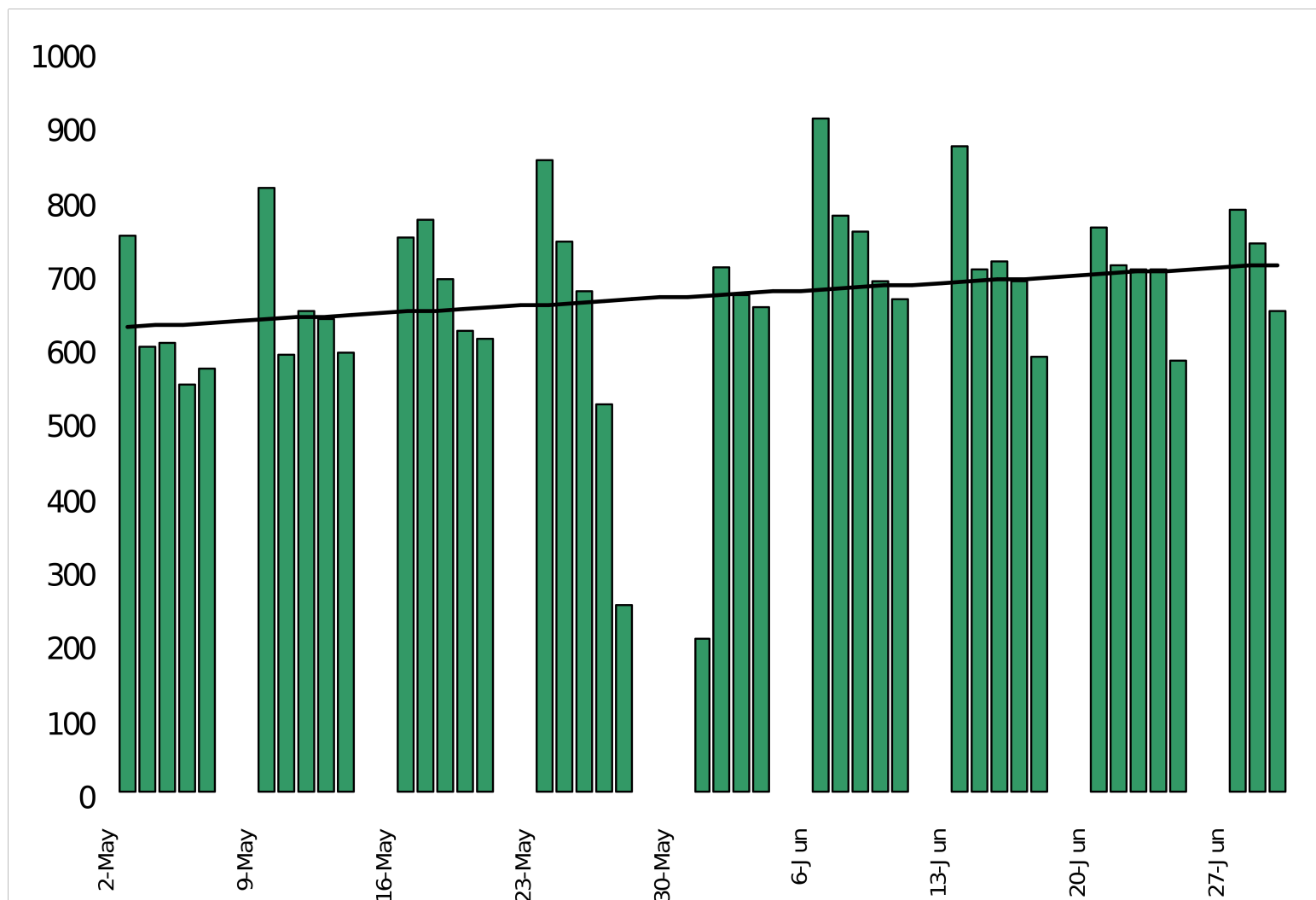
Market Direct Care System CAMO Booked Appointments





Weekly Consult & Referral Call Volume

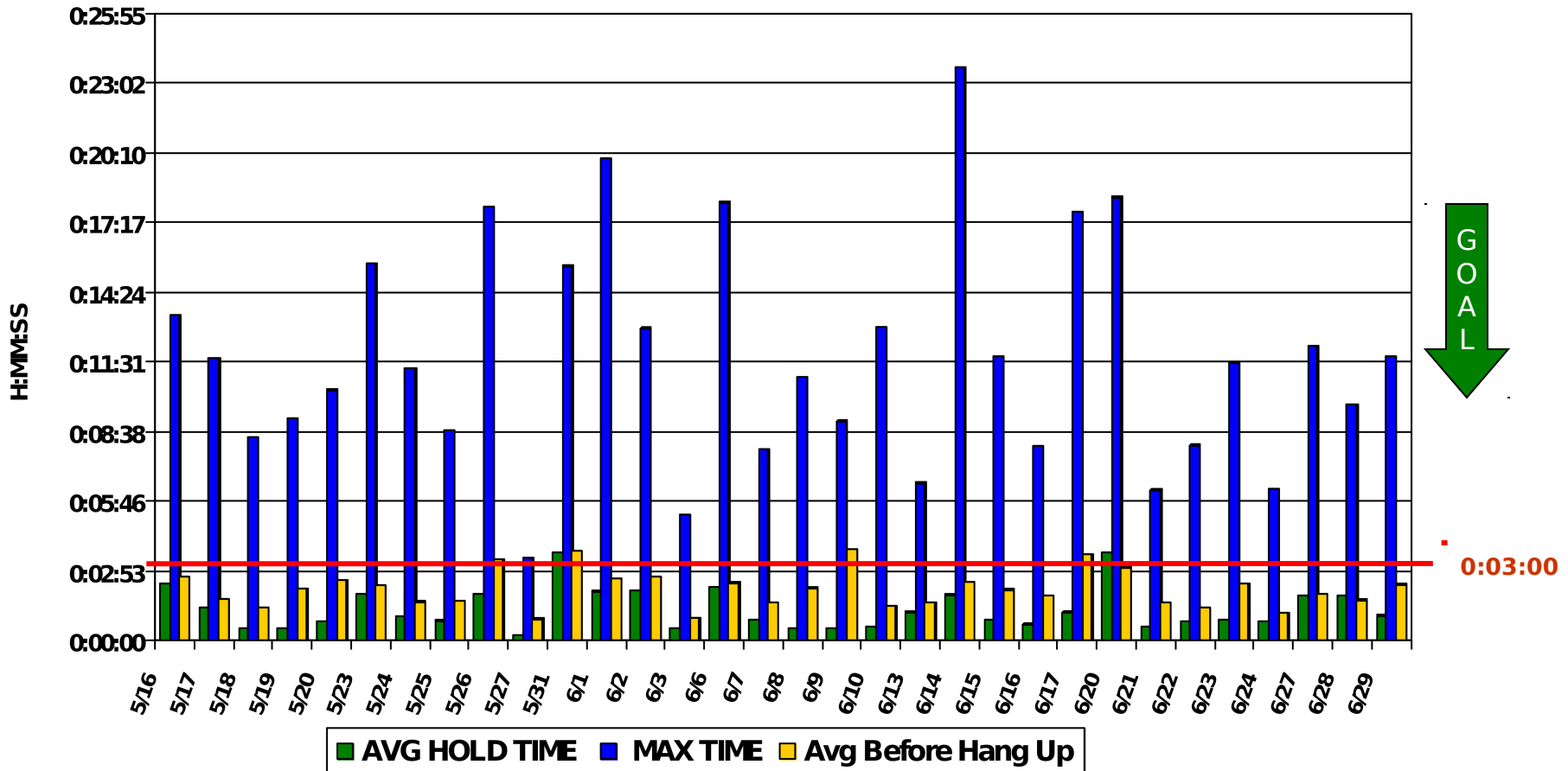
All Specialties – Across the Market (Incl OB/GYN & Opt)





Hold Times - Consults

All Specialties - Across the Market (Includes OB/GYN & Optometry)



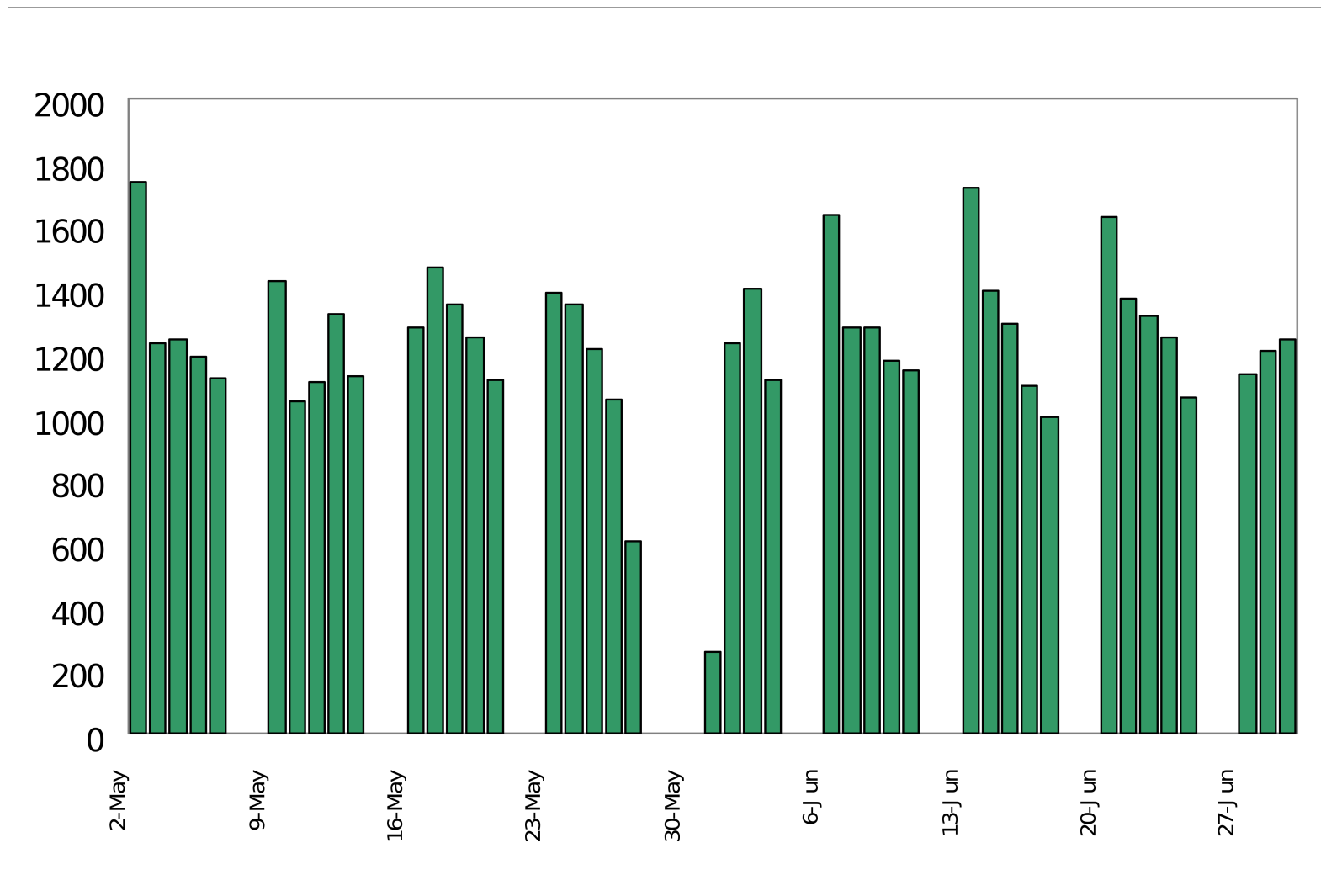


Weekly Primary Care Appointing Call Volume

Family Med/Internal Med/Peds/Adolescent

Across the entire market

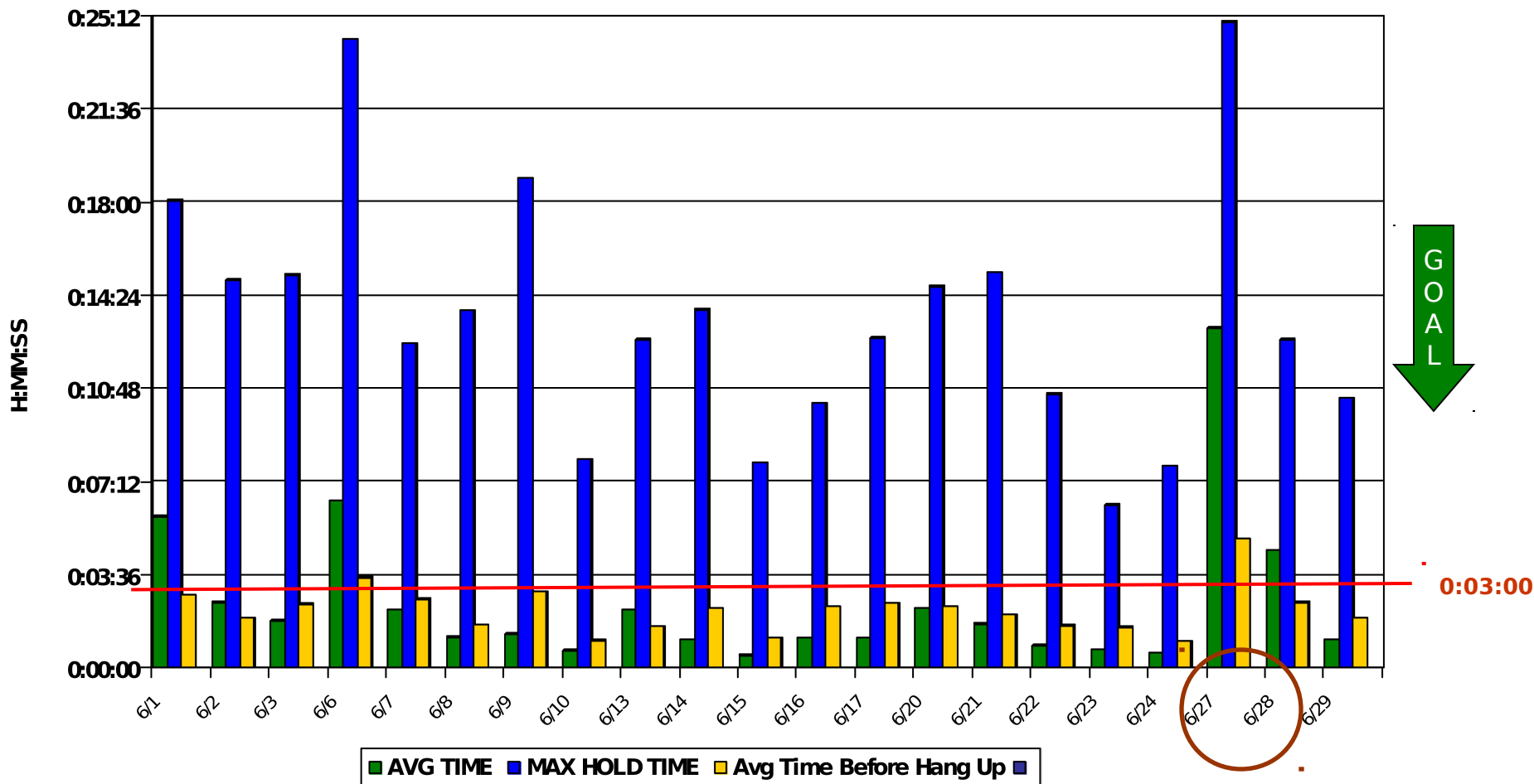
(Week Starting Date)





Hold Times – Primary Care Appointing

Family Med/Internal Med/Peds/Adolescent
Across the entire market





Resources

- CAMO Relocation
 - Construction complete
 - Furniture ordered – 80% installed; ECD 8 July
 - Fire Egress concern being addressed ASAP
 - IT/Comm connections 11-15 July
 - Staff move 15-17 July
 - Fully operational 18 July
- ACD System package
 - Contract award through Gen Dynamics 6 Jun
 - Project kick off meeting 22 Jun
 - Installation expected to start mid August
 - Basic functionality by first part of September
 - Fully functional to include test and burn-in 1 Oct or later
- Staffing
 - 50 of 58 projected authorizations filled; 86 percent
 - 1 Army funded position Pending – GS07 Supervisor
 - All agent positions filled
 - Lead selections made pending offer
 - 6 AF funded positions approved but pending fill through AFPC
 - 2 GS7 supervisors
 - 4 GS04/05 Agent positions remain vacant



San Antonio MMO



Questions?